

JOB DESCRIPTION	
SUMMARY INFORMATION	
Job Title:	Information Centre Advisor
Department:	MarComms - External Relations C&SEA
Contract Type:	Temporary (replacement long term illness)
Job Purpose:	Manages the CWGC Ypres Information Centre, increases awareness and demonstrates the value of the CWGC by providing key information to visitors. The Information Centre Advisor will also look for support to our activities, facilitate visitors joining our 'Membership Scheme' and sell marketing/publication items to visitors.
Job Band:	B3 General Clerk
Reports to:	Tourism and Marketing Specialist
Direct Reports:	N/A
Other Key Contacts:	MarComms C&SEA, Area staff, the public
Financial Responsibilities:	N/A
Location:	Ypres Information Centre, Ypres, Belgium
Working hours:	Wednesday to Sunday from 13h till 21h
Travel:	Must be willing to travel
Right to work:	Must have the right to work in Belgium

COMMISSION BACKGROUND

The Commonwealth War Graves Commission honours and cares for the men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring they will never be forgotten. Funded by six Member Governments, our work began with building, and now maintaining, cemeteries at 23,000 locations all over the world. Today, over a century after we first began, our work continues through our staff, supporters and volunteers who preserve our unique cultural, horticultural and architectural heritage and ensure that the stories of those who died are told.

KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Welcomes visitors and provides key information face-to-face, including the distribution of our CWGC leaflets;
- Supports with the coordination of the sales of marketing/publication items and keeps accurate records of stock, purchases, process and replacements;
- Is responsible for the cash register as well as payments with credit cards and donations;
- Promotes the Membership Scheme and facilitates the signing up process;
- Assists visitors with the use of the iPads linked to the CWGC website;
- Promotes and encourages the public to visit CWGC sites in Western Europe Area and the wider commitment of the organisation;
- Is responsible for the visitors experience in the information centre by keeping the centre clean and tidy, easy to access and welcoming the public;
- Acts as a Host/Hostess by representing the Commission in an outstanding way;
- Deals with enquiries from the public and answers their questions using the CWGC resources and/or in liaison with the External Relations team;
- Supports the External Relations team with administrative tasks.

Job Functional Knowledge

- Requires a good knowledge and comprehensive understanding of the range of processes, procedures and systems to be used in carrying out tasks. The knowledge can be acquired through a combination of job-related training and considerable on-the-job experience.

Business Expertise

- Requires the understanding of how the duties relate/integrate with others in the team.

Leadership

- No supervisory responsibilities.

Problem Solving

- Requires the ability to make judgements based on practice and previous experience.

Nature of Impact

- This person is in direct contact with the public and has in that regard a large impact, being a spokesperson and ambassador.

Area of Impact

- Own team and public.

Interpersonal Skills

- Communication and the exchange of information is an important part of the job. Daily customer-friendly conversations and focused listening are key.

PERSON SPECIFICATION

Education and Knowledge

Essential

- General Bachelor's degree or equivalent qualification/experience;
- Excellent command of both oral and written Dutch and English languages.

Desirable

- Knowledge of French or German would be beneficial;

Experience

Essential

- Face to face "Sales" experience;
- Working in a customer facing environment;
- Working with a diverse, international and multi-cultural range of stakeholders.

Desirable

- Demonstrable experience representing a heritage organisation or visitor tourist information office;
- Handling cash and/or till transactions.

Skills and Abilities

- Good organisational skills, precise and punctual;
- Capable of prioritising and planning workload to meet deadlines;
- Committed to continuous professional development;
- An alignment and adherence to the Commission's Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT;
- Health and Safety responsibility for self and others.



Your key duties are set out within this job description. From time to time, you may be required to perform such other reasonable duties that fall outside your job title or key job duties, should this be necessary to meet the needs of the Commission.

Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager: Nathalie Dumon

Signature:

Date: